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12 March 2025

Dear Retailer

Support for customers affected by ex-Tropical Cyclone Alfred

Thank you for the support you have been providing customers affected by ex-Tropical Cyclone Alfred to date. The effects, particularly the widespread flooding, in Queensland and New South Wales continues to have a significant impact on energy customers with loss of power, damage to properties and disruption to businesses. The flooding may mean some customers are temporarily stranded at or away from home, and/or cause significant financial stress affecting their ability to pay their energy bills.

As always, we expect that customers experiencing payment difficulty are given the full suite of protections in the Retail Law and Retail Rules by their retailer, including protections outlined in the retailer's hardship policy. In applying these protections, retailers should proactively consider the profound impact extreme weather events can have on people's lives and financial situation. We are pleased to see that many retailers have already proactively updated their webpages to direct customers to further support.

In the coming months, ensuring customers are protected through timely access to payment plans and hardship programs, and are disconnected only as a last resort, will continue to be a key focus and priority for the AER, consistent with our [Compliance & Enforcement priorities](#). The legal requirements do not stop retailers from providing additional support to their customers, as we have observed in previous natural disaster events and encourage you to work with your customers to understand their needs during this time.

We also remind retailers that as the flood recovery continues, meter replacements for impacted customers need to be closely managed and completed promptly in keeping with required timeframes.

If you have any questions or queries regarding this letter, please contact [REDACTED] on [REDACTED].

Yours sincerely

Matt Garbutt

Executive General Manager
Strategic Communications, Engagement, Compliance, Enforcement and Surveillance

Sent by email on: 12.03.2025